

SHELTER OPERATIONS SUPERVISOR

DEFINITION

Under direction of the Animal Services Administrator, assumes supervision of all Animal Services Bureau staff and daily operations, to include front office, volunteers, kennel and field personnel. Provides direct supervision to kennel staff in the areas related to receiving, care, cleaning, feeding, behavior evaluation, administration of euthanasia and maintenance of the facility. Provides supervision of shelter staff in assisting the public with adopting and claiming lost or stray animals. Provides functional supervision of Animal Services front office and field staff. Responsible for training and evaluation of shelter staff; assists with development and implementation of policies and procedures. May act in the absence of the Animal Services Administrator.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Animal Services Bureau. Positions at this level are distinguished from the other classes within the division by the level of responsibility assumed. Employees perform the most difficult and responsible types of duties assigned to the division including providing technical and functional supervision over Animal Services personnel. Employees at this level are required to be fully trained in all policies and procedures of the division.

SUPERVISION RECEIVED

Direct supervision is provided by the Animal Services Administrator.

SUPERVISION EXERCISED

Exercises functional and technical supervision over Animal Services Bureau internal and field staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Supervises Animal Services Bureau personnel in the completion of assigned duties.

Assists in the development, implementation and maintenance of procedural manuals and training programs for Animal Services Bureau Personnel.

Supervises the training and work of assigned personnel.

Evaluates employee performance; works with employees to correct deficiencies and recommends disciplinary action where necessary.

Assists with the selection of new hires.

ESSENTIAL DUTIES (continued):

Prepares work schedules and assigns personnel to various tasks.

Resolves disputes over potential adoptions and redemptions.

Responds to public inquiries and complaints.

Refers major non-routine problems to the Administrator as appropriate.

Coordinates veterinarian exams and maintains accurate treatment records.

Administers medication and vaccinations.

Selects animals for adoption, transfer or euthanasia.

Directs or performs euthanasia procedures on animals as required.

Acts as a liaison with local rescue groups, the Societies of Prevention of Cruelty to Animals, and Humane Societies.

Maintains accurate inventory of impounded animals and statistical information.

Assists public in claiming or adopting animals.

Acts as Animal Services Administrator as required.

Provides supervision and assistance as required to front office and field staff.

Monitors and orders supplies required for kennel and field operations.

Maintains accurate inventory of federally controlled substances.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Laws and regulations governing licensing, impounding, care and destruction of animals.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of (continued):

Pertinent Federal, State, and local laws, codes and general law enforcement procedures related to Animal Control Officers.

Principles of supervision, training, and performance evaluation.

Assigning and reviewing the work of others.

Principles of animal care, feeding and maintenance.

Principles of animal shelter best practices.

Records retention and release procedures.

Ability to:

Handle, capture and control friendly, fearful, aggressive and sick or injured animals humanely and effectively under stressful or emergency conditions.

Assess animal behavior and make safe decisions regarding handling and disposition.

Recognize signs and symptoms of a variety of zoonotic and animal related diseases.

Develop and maintain cooperative work relationships with other internal departments and external organizations.

Deal tactfully and effectively with the public in person and on the telephone under all conditions.

Prepare and maintain clear and concise records, reports, correspondence and other written materials.

Work rotating shifts, weekends, holidays, and during emergencies.

Mediate and resolve public complaints.

Humanely control, lift, and carry a variety of animals up to fifty (50) pounds.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four (4) years of increasingly responsible experience in the field of animal services in a facility similar to the Hayward Animal Services Bureau.

Education: Equivalent to the completion of the twelfth (12th) grade. Experience or supplemental courses in supervision are highly desirable.

Licenses and Certificates: Possess and maintain a valid Class C California Driver's License.

State Humane Euthanasia Certificate at time of appointment.

Ability to successfully complete an approved POST Commission 832- Arrest and Firearms course with one (1) year of appointment.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: walk and stand for extended periods; bend and stoop to safely lift, carry, and maneuver heavy animals weighing up to 50 pounds; run in emergency situations; work in inclement weather and in a noisy and odorous environment consisting of various small or large animals, reptiles, cleaning chemicals, or vicious, diseased animals; drive to answer calls for service and transport animals; perform repetitive hand movements and fine coordination to prepare reports and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time while driving; reach, twist, turn, kneel, bend, squat, crawl and stoop in the performance of retrieving stray animals; converse by radio transmission and hear tones, signals, and be clearly understood; interact with the public and all different levels of City staff in a professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

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AAP GROUP: 18

FPPC STATUS: Designated

FLSA STATUS: Exempt